

**Update on NCDOJ Legal Case Management System
For
North Carolina General Assembly House Appropriations Subcommittee on Justice and Public Safety
January 17, 2012**

NC DOJ is in the process of implementing a large-scale case management system upgrade across the legal division. This system will allow the division to better track cases, work flow and the timeline and documents associated with each case; share data and documents across the legal division; and manage consumer complaints. To minimize disruption and to balance IT needs across the Department of Justice, a multi-phase plan was developed for full-implementation and deployment of the upgrade.

The first phase base case management system has been completed and has been deployed to approximately 500 users. Two related projects are currently in the process of implementation: an extension of the case management system to include SBI files and records. The second project is an upgrade to the consumer protection complaint system. This system centralizes complaint and claims processes to one point of entry for sharing, and distributing data and documents. It will consolidate 5 separate databases (Consumer Protection Complaint, Telemarketing Fraud, Managed Care Patient Assistance, Health Club, and Security Breach) and eliminate 80% re-keying of data. Both projects will be completed by mid-year 2012.

Attorney time tracking functionality is built into this existing system. Specific time tracking components will require additional planning and programming by the vendor so that it can be customized to suit different legal divisions. These system adjustments are planned for execution in July 2012 after two above noted components are completed and deployed.